

~~DO NOT ENTER: /AG/~~

DOCKET NO: 198775US2

IN THE UNITED STATES PATENT & TRADEMARK OFFICE

IN RE APPLICATION OF :  
TETSURO MOTOYAMA, ET AL. : EXAMINER: CHOUDHURY, A. Q.  
SERIAL NO: 09/756,120 :  
FILED: JANUARY 9, 2001 : GROUP ART UNIT: 2145  
FOR: METHOD AND SYSTEM OF :  
REMOTE SUPPORT OF DEVICE USING :  
EMAIL :

Enter with RCE  
filed 9-18-08.  
B.H.  
10-7-08

AMENDMENT UNDER 37 C.F.R. § 1.116

COMMISSIONER FOR PATENTS  
ALEXANDRIA, VIRGINIA 22313

SIR:

In response to the Office Action dated July 11, 2008, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** are reflected in the listing of claims which begins on page 3 of this paper.

**Remarks** begin on page 11 of this paper.

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